

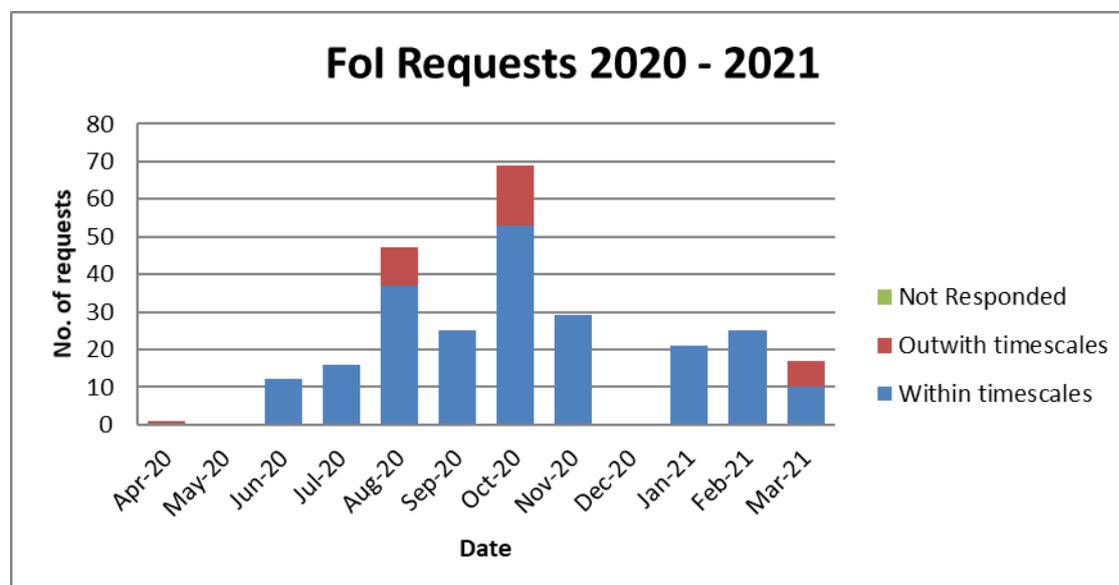
## Freedom of Information Monitoring Report for 2020-2021

Requests for information received	262
Requests for information responded to	228
Requests closed due to lack of clarification	0
Requests withdrawn by applicant	0
Percentage of requests responded to within 20 working days	87%
Average response time (working days)	18
Number of reviews carried out	7
Number of cases appealed to the Scottish Information Commissioner	0
Decisions issued by the Scottish Information Commissioner	0

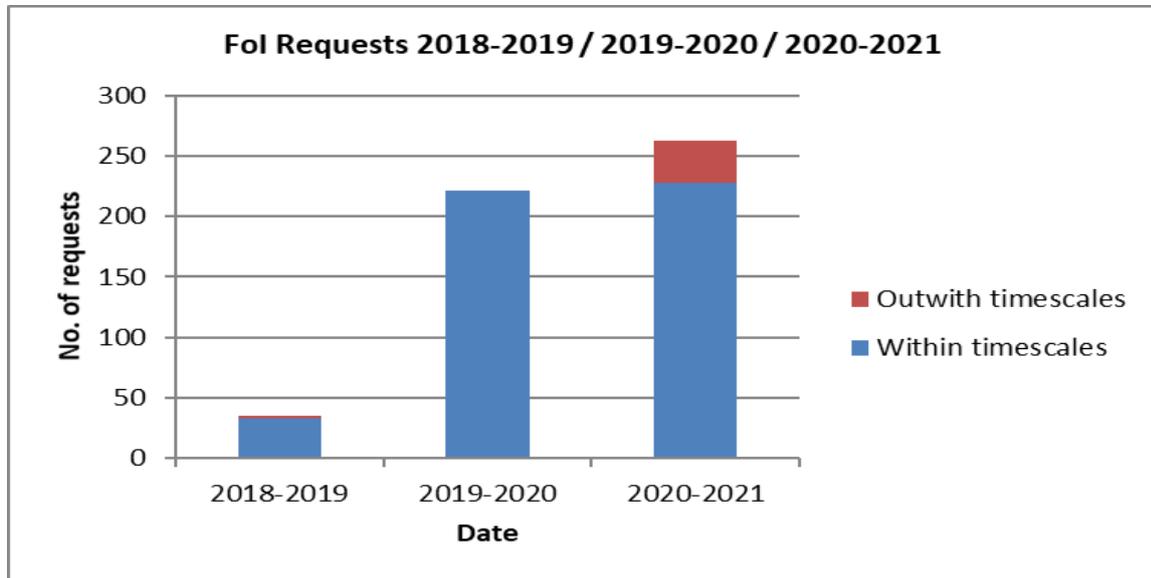
### 1. Details of requests

There were 262 requests for information under the Freedom of Information (Scotland) Act 2002 from 1 April 2020 until 31 March 2021. These were received from a variety of sources, and included information relating to patient activities, our telephony and messaging systems, the number of staff employed and organisational procedures. The method used to record requests was changed last year from recording the number of applicants to recording each distinct request for information.

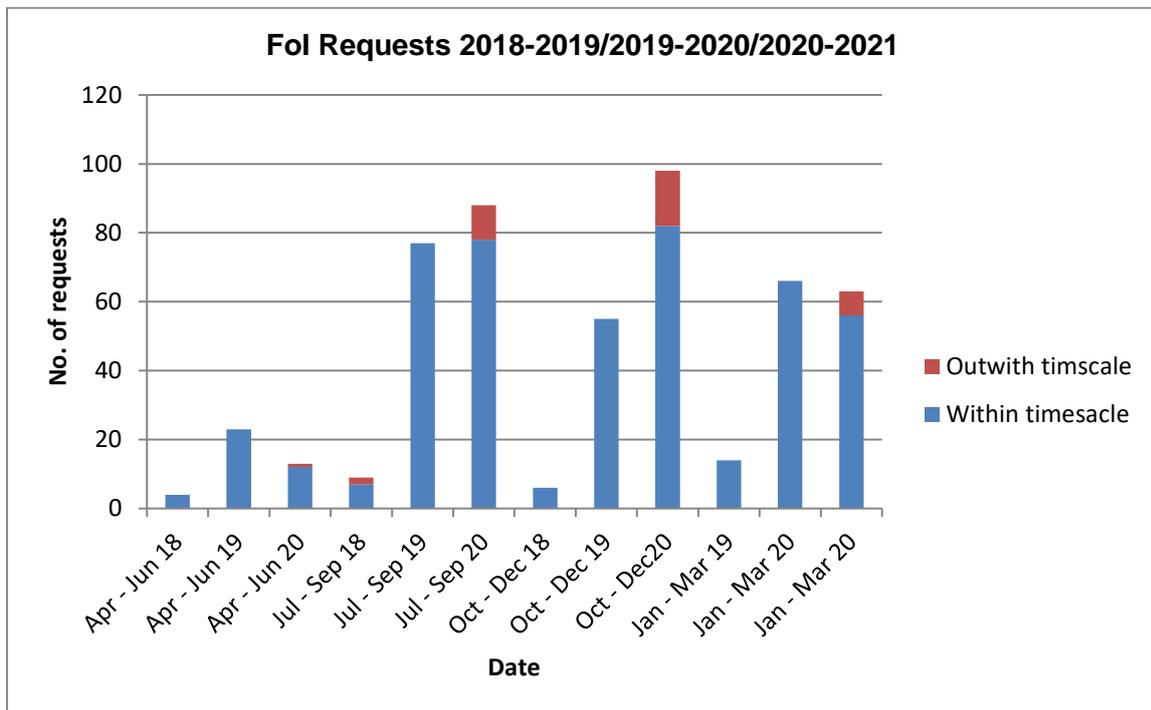
Graph 1 – FOI requests for 2020-2021



Graph 2 – Comparison of 2018-2019, 2019-2020 and 2020-2021



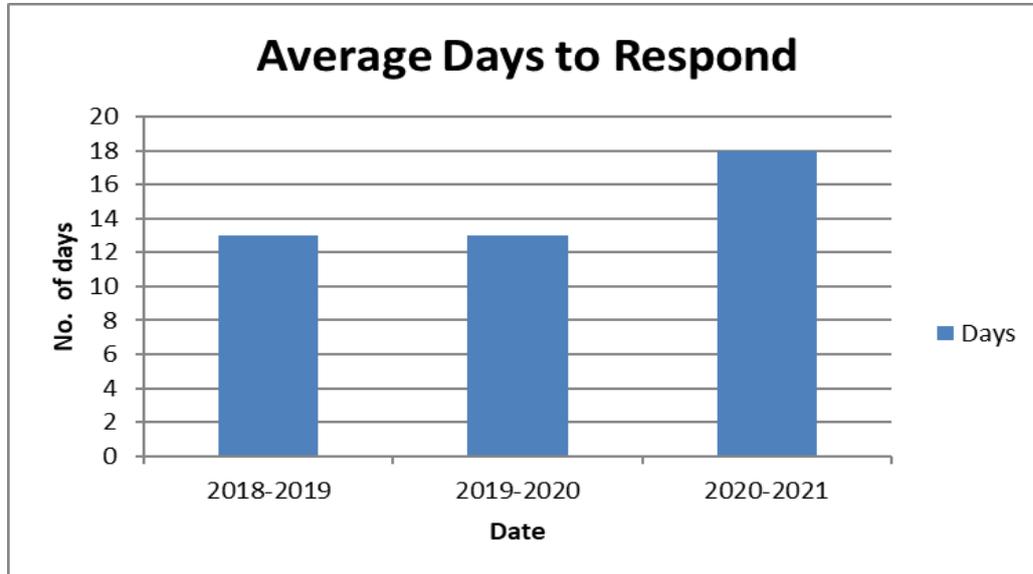
Graph 3 – Comparison of 2018-2019, 2019-2020 and 2020-2021 (quarterly)



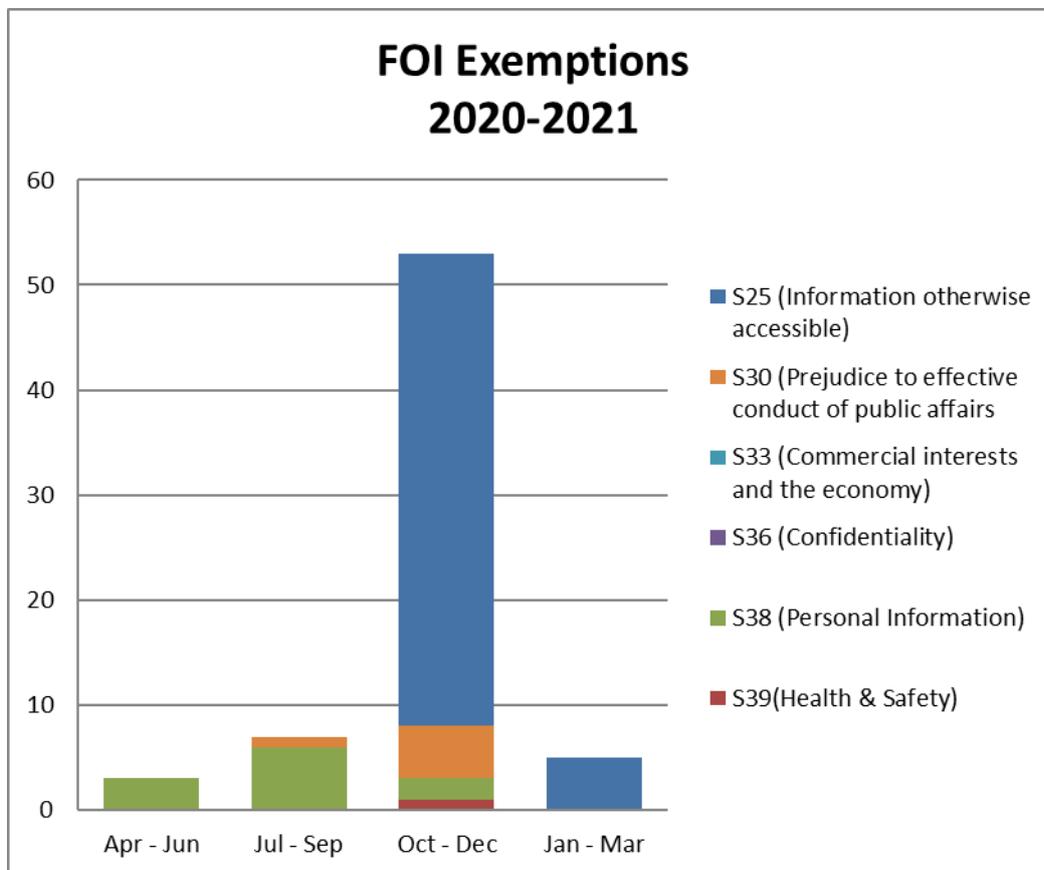
## 2. Performance

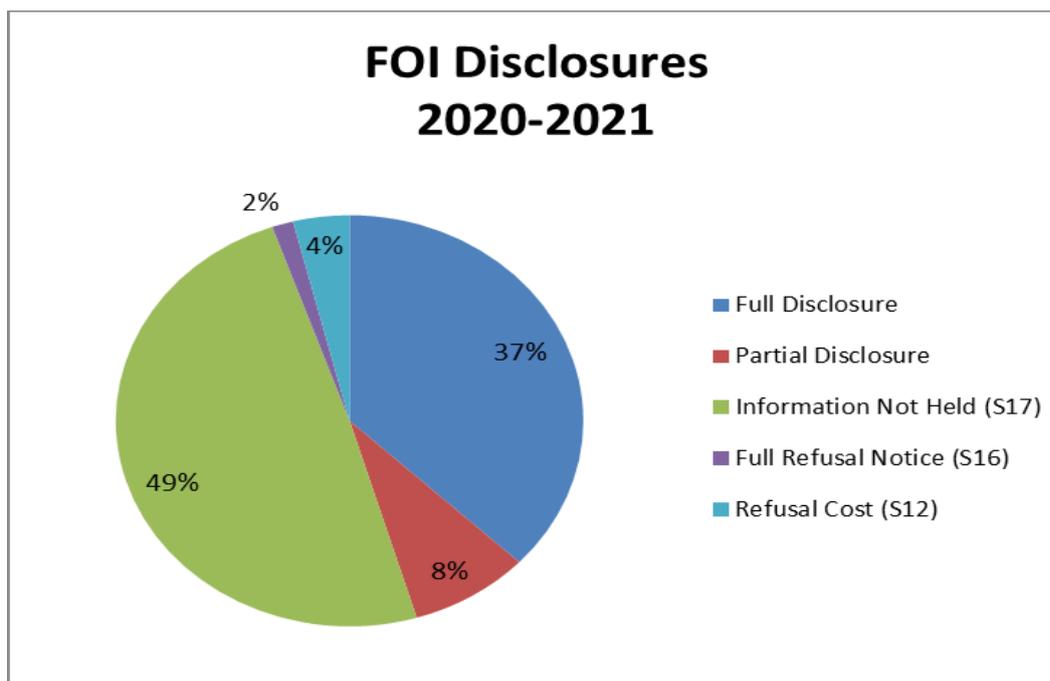
Of the 262 requests which were responded to, 221 (87%) were answered within the statutory 20 days.

Graph 4 – Comparison of 2018-2019, 2019-2020 and 2020-2021 – Average days to respond



## 3. Summary of exemptions applied





Just under half of requests were for information that The State Hospital did not hold (49%), however 37% of request were answered with a full disclosure of information, with a further 8% receiving a partial response.

Eight requests (4%) were refused on the grounds of cost and three (2%) requests were refused under section 16.

#### 4. Reviews / Appeals to the Scottish Information Commissioner

There were seven requests for review. Five reviews upheld the original response, one review modified the original response by including information that had previously been withheld and one review was refused as it was received well beyond the statutory period to make a review.

There were no appeals to the Scottish Information Commissioner received this year.

#### 5. Cost of dealing with requests

It is very difficult to make more than an estimate of the cost as the work involved varies greatly for each request. All requests must be recorded, processed, acknowledged then referred to the relevant departmental to collate a response, which may involve many hours of work. We only estimate the cost of requests that are expected to take over 40 hours of work to complete.